

1410.07 Teleconferencing

Issued January 1, 1994

SUBJECT: Teleconferencing.

APPLICATION: Executive Branch Departments and Sub-units.

PURPOSE: To properly set up a telephone call involving an originating party and two or more additional parties.

CONTACT AGENCY: Department of Information Technology (DIT) - Telecommunications.

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SUMMARY: Three options are available for placing conference calls depending on the number of parties involved. The originating party can use their own telephone, State of Michigan operators, or a teleconferencing service. Agencies not on the State's System 85/Centrex Telephone Network may only use the last option.

APPLICABLE FORMS: None.

PROCEDURES:

Agency on the System 85/Centrex Telephone Network:

- If originating party wants:
 - Teleconference with two other parties:
 - Dials first party.
 - When connected with first party, depresses "recall" button, "flash" button, or switch-hook on a single line set or "conference" button on a multi-line set.
 - Gets dial-tone and dials second party.
 - Depresses switch-hook or "conference" button again.
 - All parties are in teleconference.
 - Teleconference with two to six other parties (a maximum combination of three on-net and three off-net):
 - Dials State of Michigan operator.
 - Gives operator the originating party's name, department, telephone number, and time teleconference is to begin.
 - Gives operator the names and telephone numbers of additional parties in teleconference.
 - Disconnects and waits for operator to call back at designated time and begin teleconference.
 - Teleconference with 6 or more parties:
 - Dials toll-free teleconferencing service number.
(The name and toll-free number of the service can be obtained from agency telephone coordinators).
 - If it is the first time the agency is using the service, an account is set up. Gives operator company name, address, and any other relevant billing information.
 - Gives operator number of additional parties in teleconference, approximate length, and when conference is to begin.
 - Disconnects and waits for operator to call back with 800 number and access codes.
 - Calls each additional party and gives 800 number and access code.
 - All parties dial 800 number and enter access code to get into the teleconference.

Agency not on System 85/Centrex Telephone Network:

- Teleconferencing service is arranged between originating party and 2 or more additional parties. Procedure is the same as for an agency on the State's Telephone Network wanting to teleconference with 6 or more parties.

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